

# What to Expect

Because COVID-19 is highly contagious, you will find that your stay with us may be different than it has been before. We know that being under observation or treatment for COVID-19 can be scary, and we want to be sure that you have all the information you need. This handout is to help you understand some general guidelines, but you should feel free to ask questions as you have them.

**Staff will always be wearing personal protective equipment when they enter your room.** (We call this PPE.) This may include a gown, gloves, a mask, and face shields. While some of this equipment may change in color and appearance, it's all there for the same reason – to keep you and your healthcare team safe.

Your room door will be kept closed. This is a basic precaution to keep the virus from spreading, and to ensure that staff stop and put on their PPE before entering the room.





**When appropriate, we'll talk with you by phone rather than enter your room.** We use the telephone in rooms to communicate with patients often, this isn't new, but we will rely on it more in this situation to help preserve PPE and check in frequently. **You can call us by dialing:**

**Visitation will be restricted.** Because the virus is very contagious, we can't allow visitors to be in and out of your room. There are some very specific exemptions for visitors, but any visitor will be required to stay in your room.

**Multiple staff members may be in your room to treat you at one time.** Rather than having providers and staff filter in and out of your room one at a time, we will work to "cluster" care. We'll also work with you to meet as many needs as we can with each trip in the room to limit the number of times we enter and leave. These steps reduce the number of times people are moving in and out of your room.

## Your Care Matters

**More than ever, we are here to help you. As much as possible, we want this hospital stay to be like any other you have had – if not even better. The extra steps we are taking at this time ensure that we can continue to stay healthy and care for you in the days to come.**